

# Getting an Account (Phase II)

## Category: Allocations & Accounts

Follow the simple steps below to get your account on HECC systems, after you receive an allocation of computing time and have been assigned a group identification number (GID). If you have not yet requested and received an allocation and GID, please go back to Phase I, [Requesting an Allocation](#).

### 1. Complete a NAS Account Request Form

Download the Word or PDF file attached at the bottom of this article.

Make sure to:

- Indicate your contract number.
- Print the last page of the form, "NAS Acceptable Use Agreement."
- Sign and date the form, and obtain your PI or mission representative signature.

### 2. Submit the NAS Account Request Form

Submit your form by either U.S. mail or fax:

- **U.S. Mail**

NASA Ames Research Center  
NAS Account Administration, Mail Stop 258-6  
Bldg. N258, Rm. 226  
P.O. Box 1  
Moffett Field, CA 94035-0001

- **Fax**

(650) 604-1777

Once received, NAS User Services will process your request and contact you with additional instructions for proceeding to the next step.

### 3. Complete NASA's Mandatory Annual Information Security Awareness Training

- Note that returning users must also complete this training, as it is an annual requirement.
- Within one week of completing the security training, you will receive an RSA SecurID fob via the U.S. Postal Service or Federal Express. The fob is required for two-factor authentication login to NAS supercomputers.

#### 4. Activate Your SecureID Fob

- Once you have received your fob, contact the NAS Control Room at (800) 331-8737 or (650) 604-4444 to get it activated and obtain instructions on how to log in to the systems. Instructions are also mailed with the fobs and can also be found online; see [Enabling Your SecureID Fob and First-Time Login](#).

If you need further assistance at any point, please contact the NAS Control Room 24x7x365: (800) 331-8737 or (650) 604-4444, [support@nas.nasa.gov](mailto:support@nas.nasa.gov).

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<http://www.nas.nasa.gov/hecc/support/kb/entry/51/?ajax=1>